



TRANSPORTING AND STORING PERSONAL PROPERTY

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Summary of Revisions: Paragraphs 4.2 thru 4.5 were expanded to identify tasks performed by HQ USAF/LGTT and JPPSOs. Paragraph 5.2 was added to define government quarters. Paragraph 5.4 now refers to the JFTR and JTR. Metrics outlined in Attachments 1 and 2 were updated.

1. The Air Force moves people worldwide to carry out its missions. A key element of the Air Force's commitment to quality of life is providing quality personal property transportation and storage services for the people it moves.
2. The Air Force will provide quality transportation and storage of personal property for its members and employees within both statutory authority and the guidelines of Department of Defense (DoD) policy.
 - 2.1. The Air Force will designate overseas locations for hardlift (mandatory movement by airlift) to move household goods of its members and employees when a country is landlocked or when sealift is too infrequent or unavailable.
 - 2.2. Hardlift will also normally apply to all intertheater shipments of household goods for members (but not employees) outside CONUS. In cases where the member has an enroute temporary duty of more than 30 days, the Air Force will use the normal system of shipping the member's household goods by surface carrier.
3. In areas where the Air Force has primary responsibility, it will provide quality transportation and storage of personal property for all DoD and US Coast Guard members and employees.
4. The following responsibilities and authorities are established:
 - 4.1. The Deputy Chief of Staff, Logistics enacts the DoD Personal Property Program for the Air Force through the Director of Transportation (HQ USAF/LGT).
 - 4.2. The Traffic Management Division of the Directorate of Transportation is the actual US Air Force point of contact and US Air Force office of primary responsibility for the DoD Personal Property Program. They publish Air Force supplements to the Joint Federal Travel Regulations (JFTR) and Joint Travel Regulations (JTR) to implement the delegation of authorities and personal property entitlements authorized by the Secretary of the Air Force. Also, they ensure the Air Force has provisions for procuring Do-It-Yourself services; identifying and adjudicating excess costs; providing nontemporary storage; conducting quality control; and managing the overall program.
 - 4.3. The Joint Personal Property Shipping Office - Colorado Springs (JPPSO-COS) is the Air Force Executive Agency for deploying the Transportation Operational Personal Property Standard System (TOPS) throughout the Air Force. JPPSO-COS will attend Joint Development Team meetings to ensure system development meets Air Force requirements, tests and monitor implementation of system hardware and software upgrades, and provide technical assistance to Air Force installations.
 - 4.4. The Joint Personal Property Shipping Office - San Antonio (JPPSO-SAT) is the Secretary of the Air Force representative for identifying and adjudicating personal property excess cost billings. JPPSO-SAT is the Air Staff designee for approving all Home of Record time extensions; Home of Selection time extensions for education, training, and medical reasons; and

Supersedes: AFRD 24-5, 26 Apr 93.
OPR: HQ USAF/LGT (Lt Col King)

Certified by: AF/LGTT (Brig Gen Thomas R. Mikolajcik)
Pages: 5/Distribution: F

requests for airlift of household goods. JPPSO-SAT is the Air Force point of contact for entitlement determinations effecting Air Force members served by other Services.

4.5. The Joint Personal Property Shipping Office - Massachusetts (JPPSO-MASS) is the Air Force single manager for personal property reports and analysis. JPPSO-MASS operates the TOPS Automated Query Module (TAQM) System; obtains reports from individual TOPS sites; and generates ad-hoc queries on TOPS site data from worldwide Air Force installations.

4.6. All Air Force JPPSOs, Personal Property Shipping Offices (PPSOs), and Personal Property Processing Offices (PPPOs) provide service in their areas of responsibility to all DoD and US Coast Guard members and employees, using TOPS to the fullest extent possible when it is available. Also, they ensure shipments headed for overseas destinations comply with host-nation entry requirements and with requirements established by Status of Forces Agreements; and they ensure shipments returning from overseas installations comply with the requirements of the DoD Customs Program.

4.7 Each Installation Housing Office authorizes, budgets, and funds local movement and nontemporary storage for the personal property of personnel who, with no change of station, must move because the Air Force assigns them Government quarters or causes them to vacate their Government quarters.

5. Terms Explained:

5.1. Employees are the Secretary of Defense, Department of Defense (DoD) officials, or any other person employed in or under the DoD and/or members of the US Coast Guard. Also included are persons employed intermittently as experts or consultants and paid on a daily, when actually employed, basis; persons serving without pay at \$1 per year; and new appointees to permanent positions outside the continental United States.

5.2. Government quarters include both family housing and unaccompanied housing.

5.3. Member is a commissioned officer, commissioned warrant officer, warrant officer, and enlisted person, including retired person, of the Uniformed Services.

5.4. Personal Property is household goods in the JFTR and JTR, unaccompanied baggage, privately owned vehicles, and mobile homes.

5.5. Transportation Operational Personal Property Standard System (TOPS) is the DoD system that automates processes for shipping and storing personal property and links DoD and US Coast Guard personal property offices.

5.6. The *DoD Customs Program* includes, in addition to the requirements of US Customs, US entry requirements established by the Department of Agriculture, the Department of Transportation, and the Environmental Protection Agency.

6. This policy directive applies to all Air Force personnel involved in providing and assuring the quality of transportation and storage services for the personal property of DoD and US Coast Guard personnel. Also PPSOs and PPPOs of the other Services and the US Coast Guard use this directive in providing transportation and storage services to Air Force personnel.

7. This directive implements DoD 4500.34-R, *Personal Property Traffic Management Regulation*, October 1, 1991, with Change 1, and within statutory authority, Title 5, United States Code; Title 10, United States Code; and Title 37, United States Code as interpreted by the Comptroller General and included in the JFTR and JTR. This policy directive has been reviewed by the Per Diem, Travel and Transportation Allowance Committee according to DoD Directive 5154.29, dated 29 March 1993, as PDTATAC Case 960321.

8. See attachment 1 for measures of compliance with this policy.

9. See attachment 2 for related publications.

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MEASURING COMPLIANCE WITH POLICY

A1.1. The Air Force tracks the success of its policy for transporting and storing personal property by measuring customer satisfaction.

A1.1.1. Customer Satisfaction. HQ USAF/LGTT measures the number of complaints (Congressional, DoD Inspector General, Air Force Inspector General, and White House inquiries) received against the total number of Air Force shipments performed each year. Measurements are charted annually (Figure A1.1) and compared to a CY92 baseline.

A1.1.2. The DoD Personal Property Program evaluates the performance of DoD-approved carriers and the installation level. In contrast, this Air Force metric measures customer satisfaction in a way that includes the performance of PPSOs and PPPOs, as well as other-than-commercial carriers, such as Air Mobility Command aircraft and Military Sealift Command vessels.

A1.2. On-Time Pickup and Delivery. HQ USAF/LGTT measures the number of shipments that are picked up and delivered on time against the total number of Air Force shipments performed each year. Measurements are charted annually (Figure A1.2) and compared to a CY94 baseline.

Figure A1.1. Sample Metric of Customer Satisfaction (Complaint Free Shipments)

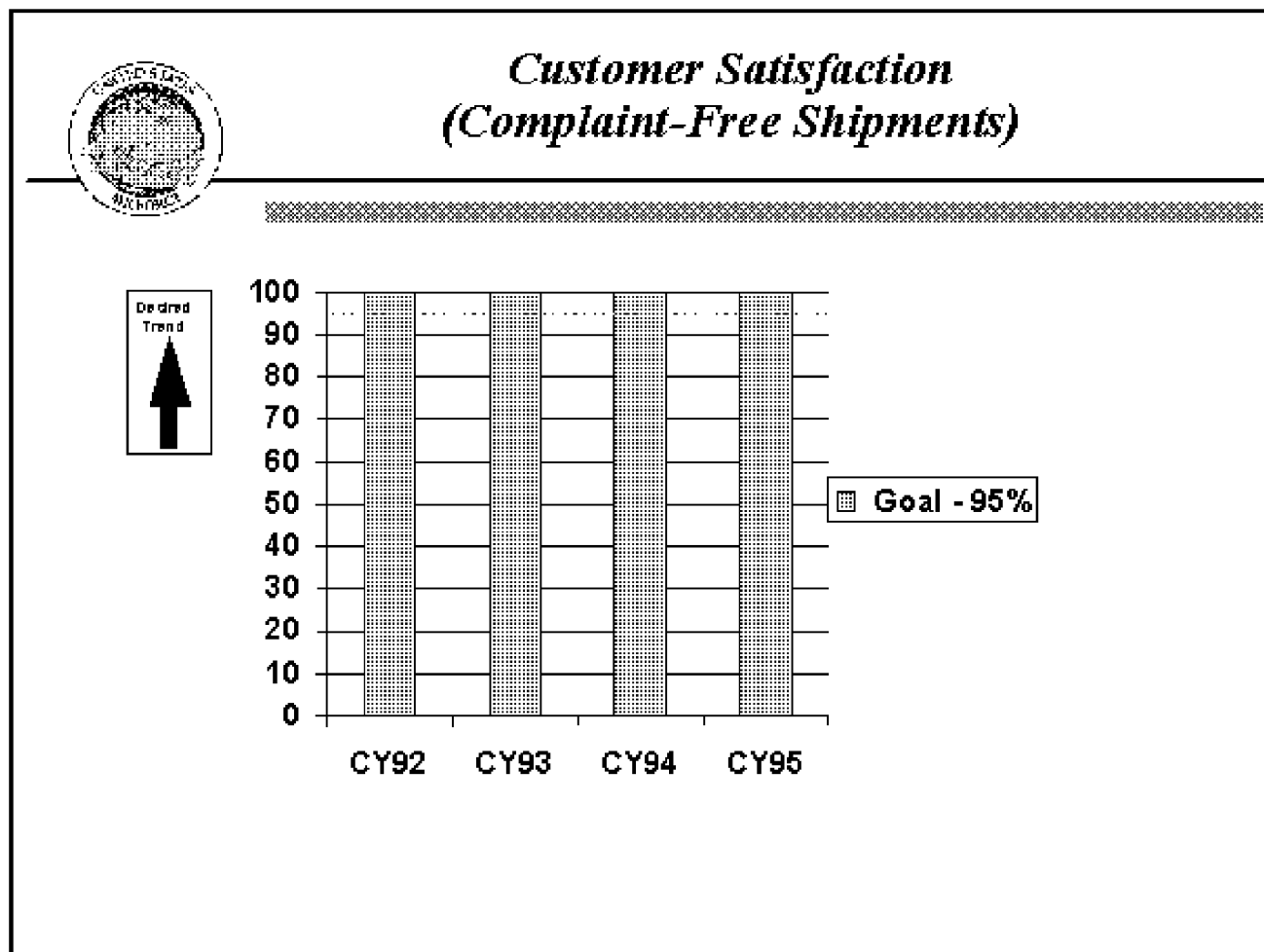
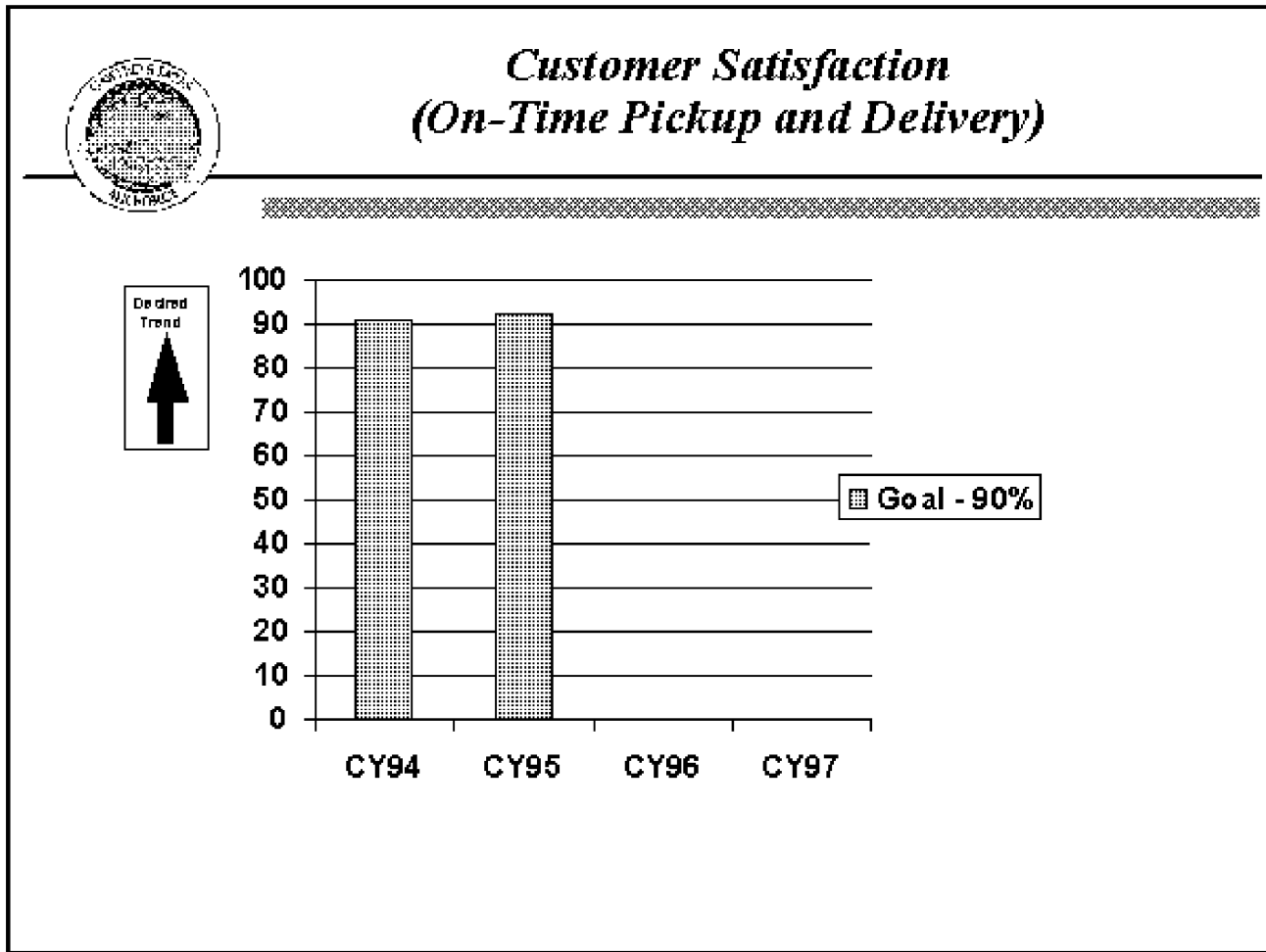


Figure A1.2. Sample Metric of Customer Satisfaction (On-Time Pickup and Delivery).



RELATED POLICIES AND INSTRUCTIONS

Interfacing Publications

AFI 24-101, *Passenger Travel*, AFR 75-8

AFI 24-401, *Customs--Europe*, AFRs 75-12 and 400-21

AFI 24-402, *Customs--Pacific*, AFRs 75-12 and 400-21

AFI 24-403, *Customs--Southern*, AFRs 75-12 and 400-21

AFI 24-404, *Customs--Domestic*, AFRs 75-12 and 400-21

AFI 24-501, *Do-It-Yourself*, AFR 75-25

AFI 51-502, *Personnel and Government Recovery Claims*, AFR 112-1

AFH 24-502 *Excess Cost Procedures*, AFR 75-25

Related Policy Directives

AFPD 24-1, *Personnel Movement*, No Former Publication

AFPD 24-4, *Customs and Border Clearance*, No Former Publication

AFPD 36-30, *Military Entitlements*, No Former Publication

AFPD 51-5, *Military Legal Affairs*, No Former Publication

Air Force Supplements

Air Force Supplement to JFTR, *Entitlements: Military* (Current Edition)

Air Force Supplement to JTR, *Entitlements: Civilian* (Current Edition)